

Duty Statement

Department of Managed Health Care

OFFICE: Office of Technology and Innovation	EFFECTIVE DATE:
CLASSIFICATION: Information Technology Specialist I	DATE APPROVED: 1/28/2026
POSITION: 409-551-1402-053	TELEWORK DESIGNATION: Remote-Centered
WORKING TITLE: Information Technology (IT) Business Analyst	

DEPARTMENT OBJECTIVE:

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California using Information Technology (IT) that includes Project Management. The information systems and data collection that the OTI supports have become a valuable tool in the execution of the DMHC's business functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence tools, and the underlying IT infrastructure. The Project Management Office (PMO) leads and provides critical support to these IT projects.

GENERAL DESCRIPTION:

Under the direction of the Chief - PMO (Information Technology Manager I) in OTI, the IT Business Analyst establishes professional working relationships with program offices and technology staff, reviews IT project requests that are part of OTI's portfolio of projects prioritized by the DMHC Innovation and Governance Committee. The PMO manages and supports the implementation of complex system development projects and departmental database solutions that include but are not limited to; cloud-based applications delivered within low-code platform technology, a legacy Microsoft .NET custom applications, a business intelligence solutions. The Business Analysts analyzes and documents requirements, assists in identifying appropriate technical solutions, adheres to best practices, techniques, strategies,

tools, and procedures established by the OTI and identifies and supports the implementation of best practices for the PMO.

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE

JOB DESCRIPTION

50% (E)

Requirements Analysis and Documentation

Documents customer requirements in JIRA as epics and user stories by facilitating meetings, workshops, questionnaires, surveys, Joint Application Development (JAD) sessions; and developing workflow storyboards, use cases, scenarios, Business Requirements Documents (BRD) and other tools. Creates and manages project documentation in Confluence which serves as a central repository for project knowledge, collaboration, and project management. Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards and conducts reviews of the business requirements to ensure that specifications are correctly interpreted. Creates process models, specifications, diagrams, and charts and translates conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project team. Provides problem resolutions by investigating, resolving, and escalating problems. Adheres to business analyst best practices, techniques, strategies, tools, and procedures established by the OTI. Develops current and future state business process flowcharts. Develops and conducts reviews of the business requirements to ensure that requirement specifications are correctly interpreted and manages and tracks the status of requirements throughout the project lifecycle to enforce scope and redefine, as necessary.

25% (E)

Project Planning, Support and Change Management

Supports Project Managers and OTI Managers to prepare detailed work plans with an estimate of time and resources required to complete IT projects, service requests and change requests. Works with management to determine scope and complexity of user requests for solutions to the more complex business processes. Works with the program business offices to identify and confirm project scope. Analyzes the scope and consequences of options in problem solutions. Supports in the preparation and delivery of progress reports to PMO and OTI management, including research documents, analysis reports, and recommendation justifications. Assists the program business office users with identifying technical solutions to improve their business processes and that the solutions meet agreed upon requirements. Assists in conducting research on products to

meet agreed upon requirements and to support purchasing efforts. Communicate changes, enhancements, and modifications of business requirements, verbally and/or through written documentation, to project managers, sponsors, and other stakeholders so that issues and solutions are understood. Establishes and maintains effective working relationships with all levels of customers and technology staff. Promotes an understanding of IT roles, processes, and activities to the business units.

10% (E)

Scrum Master

Acts as a Scrum Master for OTI projects to ensure the scrum framework is followed and that scrum roles and rituals are followed. Works with each member of the scrum team to guide and coach the team through the scrum framework. Promotes scrum to the larger team by ensuring the DMHC's wAgile (Waterfall and Agile) scrum framework is followed and demonstrates a commitment to scrum values and practices but remains flexible and open to opportunities for the team to improve their workflow.

10% (E)

Participate in Meetings

Attends one-on-one meetings with Chief- PMO, project team meetings, as well as OTI and DMHC staff meetings, as required. Facilitates meetings to discuss, document, review and finalize business requirements. Supports and participates in the formal reporting of project status in meetings. Represents PMO and OTI in project meetings. Serves as a mentor to associate level staff, as assigned by the Chief-PMO.

5% (M)

Other

Provides guidance and/or instruction to junior staff members. Works with appropriate teams to develop training materials and strategies. Works with appropriate teams to develop training materials and strategies. Participates in testing and quality assurance, as needed. Keeps abreast of evolving trends in the IT industry. Researches, reviews, and analyzes the effectiveness and efficiency of existing requirements-gathering processes and develops strategies for enhancing or further leveraging these processes. Performs research and analysis on special projects, as assigned, and other related duties.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts.

In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

In addition, the employee should have all knowledge and abilities of the Information Technology Associate classification; and have:

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the

importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT
DMHC 62-137 New: 12/04 Rev: 10/2025

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date